

RESIDENT HANDBOOK

Welcome to your new home!

MOVING IN

Before your move in an inspection was completed to ensure that all repairs have been completed. If further repairs need longer to complete a further inspection will be made with you (the resident) to formulate a list and schedule those additional repairs.

Pictures will be taken of the unit and kept on file to review during the move out inspection.

KEYS

Keys will be given for the main door, unit and mailbox upon move in to give you access to your unit. Residents are not permitted to change or add locks within the unit. All keys are to be left in the unit upon moving out.

If you lose your keys during business hours call Debbie Mayerhofer – 705-716-7478

Business Hours 9:00 am to 6:00 pm. You will be charged \$25.00 replacement.

If you forget or lose your keys after business hours call a locksmith as this is not the responsibility of owners.

INSURANCE

You are required to purchase property liability and content insurance according to your lease. This will cover yourself in the event of fire, flood or other liability issues. The insurance for the buildings does not cover your contents or any damage deemed to be caused by the resident, occupant and or guest.

PARKING

301 West St. N. – Orillia

There is designated tenant parking and limited visitor parking at this time.

There is 1 spot guaranteed for each unit.

A tag and tow program is in effect with the City of Orillia ByLaw and Atherley Towing - for unauthorized vehicles parking in tenants spots or illegally at the building.

316 Peter St. N. – Orillia

There is designated tenant and visitor parking.

There is 1 spot guaranteed for each unit.

A tag and tow program is in effect with the City of Orillia ByLaw and Atherley Towing – for unauthorized vehicles parking in tenants spots or illegally at the building.

Be reminded that if you or your guest has been towed away please contact:

ATHERLEY TOWING 705-325-6722

215 Dill St. – Bracebridge

There is designated parking for tenants and additional visitors spots.

1 spot is guaranteed per unit.

There is no tag and tow program in place at this time.

175 Stanley St. – Barrie

There is 1 parking spot per unit and ample additional parking in the condominium complex for a second vehicle and visitors.

There is a tag and tow program in place that is enforced with BayShore Property Management 705-722-3700

NO MECHANICAL REPAIR WORK IS TO BE PERFORMED ON THE PREMISES. Any fluid leakage from your vehicle should be reported immediately so it can be taken of as soon as possible and eliminate and environmental concerns and prevent any damage to the asphalt.

Pets

Stoop and scoop is in effect at the buildings (were dogs are allowed). Ensure that your pet is vaccinated and licensed with the municipal ByLaw and keep dogs on leash while out of the home. All pets are to be monitored when outdoors on the site by owners.

Appliances

301 West St. N. – Orillia

All units have a working fridge and stove. All appliances will have a longer life span and work best if you clean them regularly.

All bathtubs in the units have been refinished. For cleaning purposes a non abrasive cleaner is required to avoid scratching the finish.

A coin operated laundryroom is located on site.

316 Peter St. N. – Orillia

All units have a working fridge and stove. All appliances will have a longer life span and work best if you clean them regularly. A coin operated laundryroom is located on site.

215 Dill St. N. – Bracebridge

All units have a working fridge, stove and dishwasher. All appliances will have a longer life span and work best if you clean them regularly. A coin operated laundryroom is located on site.

175 Stanley St. – Barrie

All units have a working fridge, stove, microwave, dishwasher and washer and dryer centre. All appliances will have a longer life span and work best if you clean them regularly.

Garbage:

301 West St. N. – Orillia

Friday – Collection recycling biweekly

Wednesday - Garbage container – Mid Ontario garbage collection on Wednesdays biweekly

316 Peter St. N. – Orillia

Friday – Collection recycling biweekly

Wednesday - Garbage container – Mid Ontario garbage collection on Wednesdays biweekly

215 Dills St. N. – Bracebridge

Monday – Recycling Container - Collection recycling biweekly Mid Ontario

Monday – Garbage Container – Collection recycling biweekly Mid Ontario

175 Stanley St. – Barrie

Private pick up schedule is TBA

Recycling and compost TBA

Pest Control

DO NOT FEED BIRDS, SQUIRRELS STRAY ANIMALS OR WILDLIFE. This could attract mice, rodents and other pests.

SMOKING

There is no smoking in the units, common areas of any buildings. All buildings are smoke free. Smoking is permitted 10 metres away from the building and designated smoking areas have been assigned for the required buildings. RESPECT YOUR UNIT AND THE BUILDING FOR OTHER TENANTS RESIDING IN THE BUILDING AND SMOKE IN THE DESIGNATED AREA. This is grounds for eviction by interfering with the rights of other tenants in the building to clean air and the no smoking policy is stated in every lease.

Entry In Units By Staff

Emergency:

In the event of an emergency – lives threatened, substantial damage done to the building, the property manager, subcontractor or owners are not required to provide any notice before entering.

Normal Circumstances:

Under normal circumstances when access to your unit is required 24-hour written notice will be provided unless you are home and will to accommodate the team member.

ANNUAL UNIT INSPECTIONS

The property manager and maintenance team member will inspect your unit annually. The inspection will help us check the operating conditions of appliances, heating, plumbing, safety devices, smoke detectors and general condition of the unit.

MOVING OUT

When moving out you must provide notice in writing 60 days to the property manager. Your final day will be the last day of the second month. When receiving the notice the property manager will send you an acknowledgment and arrange a pre move out inspection. If you are paying utilities please arrange with the utility company your move out date so they can prepare your final bills.



Tribunals Ontario

Landlord and Tenant Board

Brochure: Information for New Tenants

Landlords must provide this information to new tenants on or before the date the tenancy begins.

The Law

Most residential tenancies are covered by the *Residential Tenancies Act* (the RTA). This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board (LTB).

Exemptions

Some rental units are not covered under the RTA. For example, the RTA does not apply:

- if the tenant must share a kitchen or bathroom with the owner, or the owner's family members
- if the unit is used on a seasonal or temporary basis

The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the RTA, and
- resolve disputes between landlords and tenants through **mediation** or **adjudication**, or by providing information.

Tenant Rights and Responsibilities

You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the RTA.

Important: If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the LTB to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** - Your landlord can only enter your rental unit for the reasons allowed by the RTA. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

You are responsible for:

- **paying your rent** on time.
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord's permission.

Landlord Rights and Responsibilities

Your landlord has the right to:

- **collect a rent deposit** - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** - There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Ontario Government. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. **Exceptions:** Non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. For most tenancy agreements first entered into on or after April 30, 2018, the landlord must use the standard lease form entitled *Residential Tenancy Agreement (Standard Form of Lease)*.

Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- **take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

Contact the Landlord and Tenant Board

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at sjto.ca/lrb

Visit your local LTB office. For office locations visit our website.

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